

Department of Human Services

A young boy with dark skin and curly hair, wearing a light yellow shirt, is shown in profile, blowing bubbles. He holds a pink bubble wand in his mouth. Several bubbles are visible in the air around him. The background is dark with many out-of-focus, colorful bokeh lights in shades of blue, green, and yellow.

*Uplifting
Lives*

Fiscal Year 2005 Annual Report

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Department of Human Services

Fiscal Year 2005

ANNUAL REPORT

The mission of the DC Department of Human Services (DHS) is to uplift lives by providing quality-of-life support services to residents and families to promote maximum self reliance. DHS achieves its mission through partnerships with community-based organizations and other local and federal government agencies.

DHS administers programs that provide vulnerable District residents with basic human support services such as Temporary Assistance for Needy Families, Medicaid, Food Stamps, subsidized child care, developmental evaluation of infants and toddlers, shelters for the homeless, adult protective services, and services for persons with physical or developmental disabilities.

During FY 2005, DHS provided services to District residents through many important programs and staff. Enhanced delivery of social services occurred due to sustained and increased funding for programs, the launch of 2-1-1 dialing for social services information, targeted distribution and advertisement of program information, and presentation of community information fairs in targeted neighborhoods in partnership with other government human services agencies and private, community-based organizations.



Government of the District of Columbia
Anthony A. Williams, Mayor



Dear DHS Stakeholders:

I am proud to present you with the DC Department of Human Services (DHS) Annual Report for Fiscal Year 2005. This report reflects our performance in uplifting the lives of District residents most in need of social service programs.

Reports of this nature tend to focus on financials, but we will also introduce you to residents—real people—who have benefited from DHS programs in wonderful ways. You will learn about DHS assisting the homeless, vulnerable adults, single mothers, infants and toddlers, and persons with disabilities.

One of my proudest accomplishments during FY 2005 was the creation of homeless assistance centers and the introduction of wrap-around social services at shelters for the homeless. Another major accomplishment was the launch of an aggressive public information campaign to educate and inform District residents about DHS programs, which we achieved through the development and distribution of “Uplifting Lives—A Guide to DHS Programs.” I am also proud of the partnership that was formed with the faith-based community in the District. This partnership brought together organizations and individuals of various denominations with a unified mission of improving the lives of District residents.

I would like to take this opportunity to applaud the DHS staff for their commitment and dedication to the job. Thanks to them, we were able to achieve our goals and help thousands of residents.

I invite you to read the DHS Annual Report for Fiscal Year 2005, and I thank you for supporting our efforts to uplift lives.

Sincerely,

A handwritten signature in dark ink that reads "Yvonne Gilchrist". The signature is fluid and cursive.

Yvonne D. Gilchrist
Director, Department of Human Services



Family Services Administration (FSA)

FSA helps homeless individuals and families, low-income people, adults at-risk for abuse or neglect, teenage parents, troubled families, and refugees to become stable and fully self-sufficient over time.

Homeless Services Program

During FY 2005, the District's homeless population totaled 18,122. FSA supported 40 shelters for the homeless and provided 1,609 emergency beds to support homeless men, women, and children during the winter.

FSA developed a new shelter to house 334 homeless men at the 801 East Housing Assistance Center on Martin Luther King, Jr. Avenue, SE, and developed the second floor of the Housing Assistance Center at 1355-57 New York Avenue, NE, shelter for homeless men to provide emergency beds for the winter. FSA also expanded the availability of emergency shelter beds to protect and prevent the homeless from hypothermia deaths.

The 2005 Hypothermia Watch Partner Campaign publicized the Hypothermia Hotline (1-800-535-7252) number through radio, television and newspaper advertisements. When calls are made, vans are dispatched to transport homeless persons from reported locations to emergency shelters during severe weather. Blankets, gloves, hats, warm drinks and food are provided to the homeless who wish to remain on the streets during the winter months.

FSA operates its Homeless Services Program using the expertise of the Community Partnership for the Prevention of Homelessness, the United Planning Organization, Catholic Community Services, the Coalition for the Homeless, and other District government agencies, advocates, and private organizations partnered.

Strong Families Program

The Strong Families Program provided emergency support services to 655 families and stabilized 70 percent of the families by meeting their urgent needs for social services. Services provided to families included in-home case management and planning, family supports and clinical social work, and in-school crisis intervention.

Strong Families also worked with the DC public schools and the faith-based community to open five Parent Resource Centers in public schools in at-risk neighborhoods to provide parenting support to these communities.

Adult Protective Services Program

The Adult Protective Services (APS) Program investigated 1,239 reports of abuse, neglect, and exploitation of vulnerable adults and provided protective services to reduce risk and stabilize living conditions for 409 at-risk adults. APS helped to develop recommendations to amend the Adult Protective Services law to include authority to provide services for self-neglecting adults.



"The [wrap-around] services and staff at the New York Avenue Shelter are a helping hand for me. A services worker referred me to a job with a security company and I got the job."

Steven Robinson
Homeless Services Program

Steven Robinson, stands in front of the New York Avenue shelter for homeless men in Northeast.

Family and Domestic Violence Program

APS used its Family Violence Prevention Services Grant totaling \$704,618 to provide safe shelter for victims of domestic violence. APS provided case management and counseling services for 228 victims of domestic violence and for 31 teens involved in family or dating violence. In addition, the Family Violence Prevention Grant funds supported 17 monthly group counseling meetings for 172 adult victims of domestic violence and 45 adolescent victims of family or dating violence. APS also provided family violence information, workshops and training sessions to 3,098 Latino residents and to 490 Asian/Pacific Islander residents.

Teen Parent Assessment Program

The Teen Parent Assessment Program (TPAP) provided case management services for 46 teen parents receiving TANF to ensure that they were residing with responsible adults and to motivate them to avoid a repeat pregnancy. The program also ensured that 80 percent of the teen parents reconnected to school or GED programs or sought assistance through community-based organizations. TPAP also conducted workshops on teen pregnancy prevention for a total of 3,519 middle, junior and senior high school students.

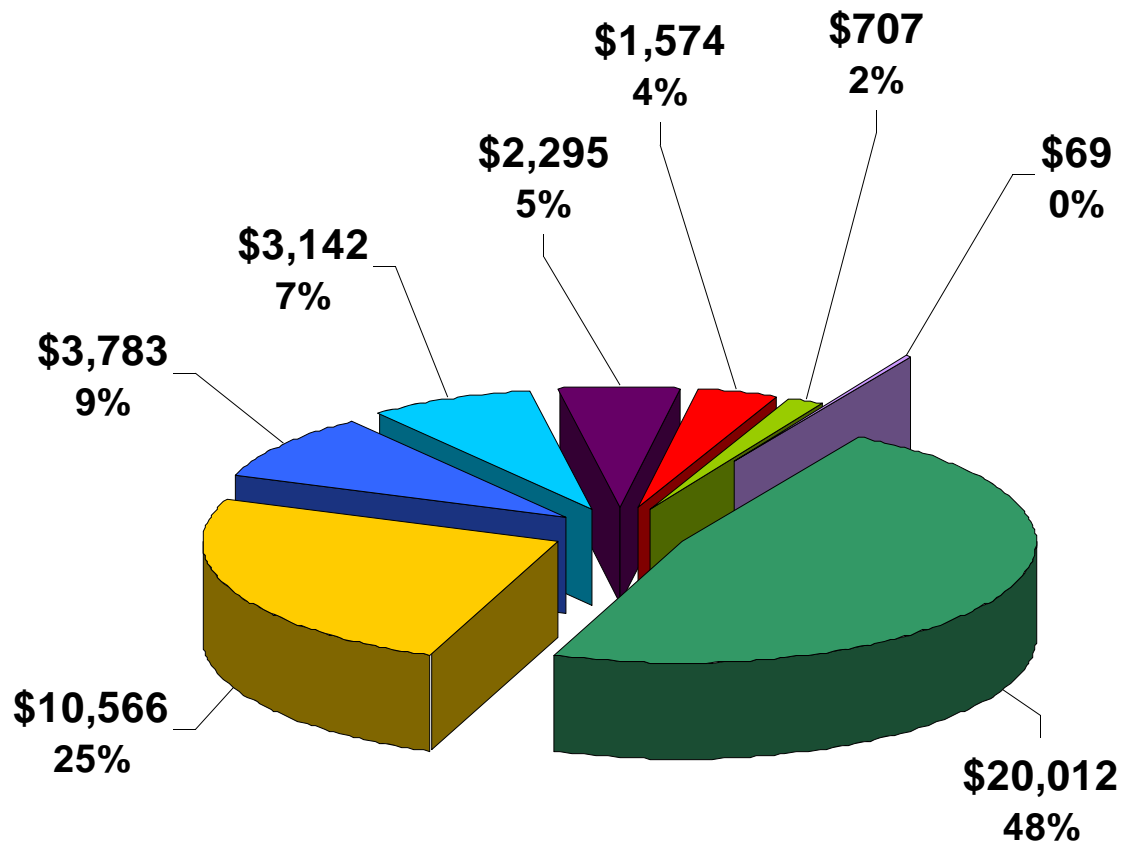
Community Services Block Grant (CSBG)

DHS provided a Community Services Block Grant (CSBG) in the amount of \$9,446,673 to the United Planning Organization (UPO), the department's primary grantee and community service provider designated to fund needed social services for poor and low-income residents and neighborhoods. UPO distributed CSBG funds to support the work of 49 community-based organizations in the District that provide services for poor and low-income residents.

FSA
FY 2005 BUDGET
(CORE PROGRAMS)

\$42,149

total in millions



- Homeless Services
- CSBG
- Strong Families
- Adult Protective Services
- Administration
- Refugee Resettlement
- Domestic Violence
- Teen Pregnancy Prevention Services

Income Maintenance Administration (IMA)

IMA determines District residents' eligibility for Temporary Assistance for Needy Families (TANF) cash assistance, Food Stamps, and Medicaid. IMA also helps TANF and Food Stamp recipients achieve self-sufficiency through participation in employment programs.

TANF Program

In FY 2005, IMA provided TANF cash assistance to 17,066 families (representing 43,077 people) on average, every month. With some exceptions, TANF recipients are expected to participate in employment programs designed to help them obtain and maintain unsubsidized employment.

IMA's TANF Employment Program (TEP) placed 2,595 TANF recipients in unsubsidized employment in FY 2005. Due to IMA's success in implementing welfare reform, the federal government has recognized the District of Columbia through the award of financial bonuses. In FY 2005, the District earned a \$1.2 million high performance bonus from the federal government for helping TANF recipients succeed in the workplace and for providing access to affordable child care subsidies to assist TANF recipients in going to work. Since 1999, TEP has placed more than 12,000 TANF recipients in unsubsidized employment.

Food Stamp Program

IMA provided Food Stamp Program benefits monthly to an average of 87,215 District residents in FY 2005. IMA's consistent publicizing of the Food Stamp program ensured that all eligible residents have access to this critical source of food assistance. The federal government acknowledged IMA's efforts by awarding the District a bonus of more than \$400,000 for having one of the highest Food Stamp Participant Access Rates in the nation.

"When my daughter went away to college in 2002, I knew then that I needed a better paying position. So, I went through Social Services and they recommended that I take a business course. I chose to take the computer courses."

"It [PATHS] has helped me to succeed in life. In five years, I hope to continue my education with an emphasis on business, while working in the [University of the District of Columbia's] Grants Administration Office."

Gwendolyn Gregory
Food Stamp Employment and Training (FSET)

Welfare to Work Success

In FY 2005, the TANF Employment Program (TEP) placed 2,595 TANF recipients in unsubsidized jobs. Through its contracted community-based organizations that provide job readiness training and job placement assistance to TANF recipients, TEP has placed more than 12,000 TANF recipients in jobs since the program's inception in 1999. This strong performance has resulted in the District of Columbia receiving six consecutive high performance bonus awards from the federal government totaling nearly \$14 million.

IMA's achievement in welfare reform, coupled with its success in reducing out-of-wedlock births, another welfare reform goal, has led to the District receiving a total of 13 out of 14 possible federal financial bonus awards. The District is the most awarded jurisdiction in the nation with federal bonus awards totaling more than \$168 million.

Medicaid Program

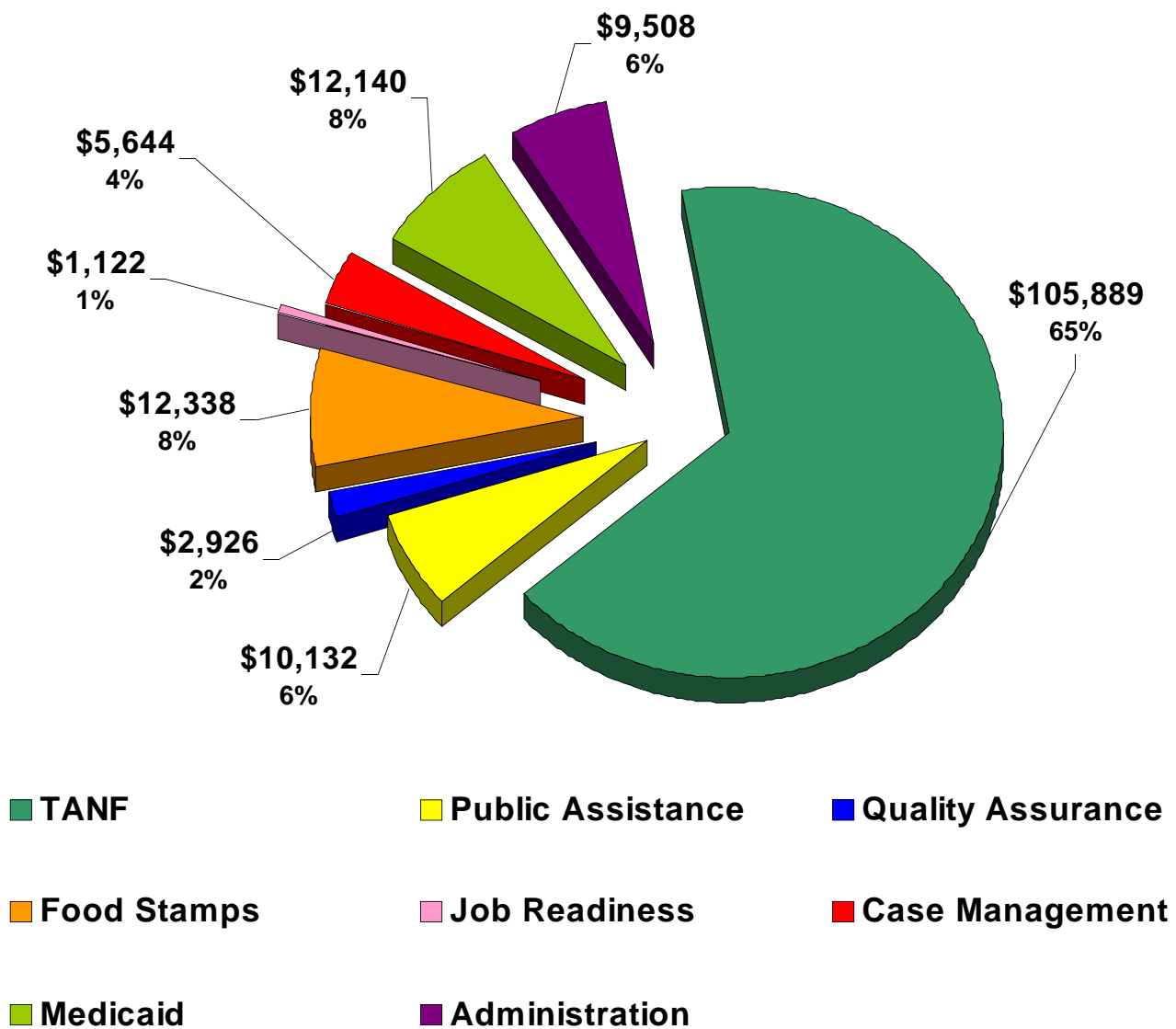
In FY 2005, more than 144,000 District residents were eligible for Medicaid each month.

Left to right, Gwendolyn Gregory with Dr. Antonia Nowell, Director of PATHS [Paving Access Trails for Higher Security], a DHS Partner.



IMA
FY 2005 BUDGET
(CORE PROGRAMS)

\$159,699
total in millions



Early Care and Education Administration (ECEA)

ECEA administers the District of Columbia's Child Care Subsidy Program, which serves children from birth through age 12, and up to age 19 for children with a disability. ECEA advocates, monitors and supports the provision of high quality early care and education.

Subsidized Child Care

In FY 2005, ECEA suspended the waiting list for child care subsidy and provided subsidized child care and before and after care services for 21,677 children of low-income parents in the District. ECEA served 68 percent of the 31,500 eligible children in the District by ensuring that they received the benefit of early childhood education and development through placement in licensed early child care centers and family child care homes.

Early Child Care Education

ECEA provides training and professional development opportunities to the early care and education community, which includes scholarships and mentoring towards obtaining the Child Development Associate (CDA) Credential, as well as AA and BA degrees in early childhood education and child development.

In FY 2005, ECEA helped 197 early care and education professionals receive scholarships to work towards earning AA and BA degrees and assisted 1,540 individuals in receiving CDA Credentials.

ECEA encouraged 165 teachers to participate in two summer institutes hosted by the Early Childhood Leadership Institute at the University of the District of Columbia, and 1,557 early care and education professionals attended the weekly workshops of the Health, Safety, Nutrition and Mental Health Training Program coordinated by ECEA.

Infants and Toddlers with Disabilities

The Infants and Toddlers with Disabilities Program screened 3,387 infants and toddlers for potential developmental delays or disabilities. The program received 823 referrals for eligibility and determination and found 389 children eligible and served a total of 570 children for early intervention services and supports.

"The Early Care and Education Administration does an amazing job. ... The voucher certainly helped me because at the time, I didn't have an income. And, it was not easy being a single parent with other responsibilities. The [money] that I spent in child care, I can now use to pay my bills. It's been a tremendous help."

Margo Mejia
Subsidized Child Care Program

Standards for Children Entering Kindergarten

In an effort to ensure that young children entering Kindergarten are better prepared, ECEA collaborated with the DC Public Schools, community-based organizations, researchers and other child care experts. ECEA established and recommended a comprehensive set of completed early learning standards for children entering Kindergarten in the District. The standards were adopted by the DC School Board of Education, the Mayor's Advisory Committee on Early Childhood Development, and the Universal School Readiness and Out of School Time Stakeholders.

Pre-Kindergarten Incentive and Early Readers Now Programs

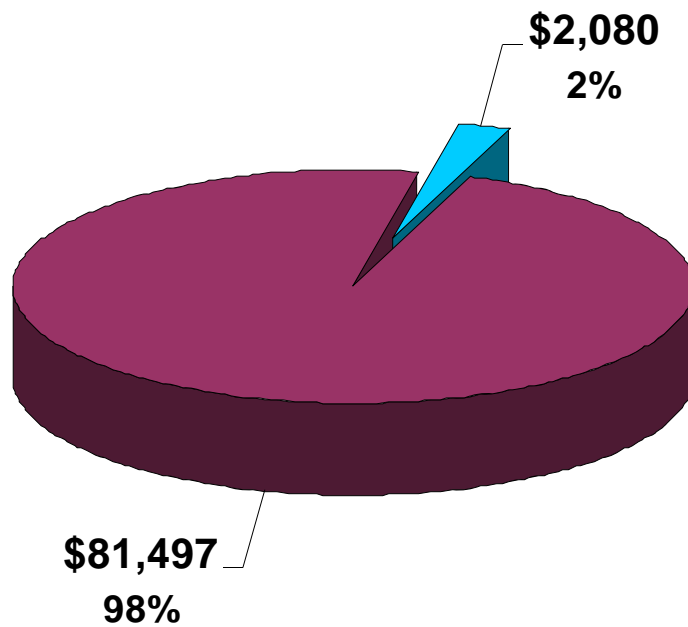
In FY 2005, ECEA launched the Pre-Kindergarten Incentive Demonstration Program with funding from the DC Public Schools to provide 21 high quality preschool classrooms for over 300 three- and four-year-old children at community-based organizations throughout the District.

In addition, ECEA received \$10 million in local funds to serve four-year-old children. ECEA also established the *Early Readers Now* program of volunteers that read aloud to young children at early child care centers and developed and distributed thousands of its *Read Baby Read* book lists to low-income parents throughout the District.



ECEA
FY 2005 BUDGET
(CORE PROGRAMS)

\$83,577
total in millions



- Subsidy Child Care
- Early Intervention Services

Rehabilitation Services Administration (RSA)

RSA provides comprehensive vocational rehabilitation and independent living services to persons with disabilities to maximize their quality of life and promote employability and financial self-sufficiency.

Education, Training and Career Opportunities

RSA provided vocational rehabilitation services to 11,191 persons with disabilities during FY 2005. RSA provided orientation to 1,717 people seeking vocational rehabilitation services, placed 736 clients in jobs, and provided transition services to 1,675 youth ages 14 to 21. RSA also established a Youth Transition Unit to empower youth with disabilities to explore career options and strategies for securing employment. RSA's job retention and development services unit supported 186 persons with disabilities and their employers with job site visits and counseling.

In partnership with the Workforce Investment Council, RSA applied for and received a \$679,000 grant from the US Department of Labor to improve accessibility of the DC Department of Employment Services (DOES) One Stop Career Centers for job seekers with disabilities. The grant also funded training for DOES and RSA staff to provide comprehensive services to persons with significant disabilities.

In addition, RSA used the grant funds to purchase and install assistive technology at the centers, such as automatic entry and exit doors, equipment for persons with hearing impairments, computer software and Braille equipment for visually impaired persons, as well as other computer equipment designed to improve accessibility to persons with disabilities.

"RSA provided me with a variety of supports needed for me to make the transition [from college to work]."

Toni Cole
Vocational Rehabilitation Services Program

Independent Living

RSA's Independent Living Program provided services to 134 persons with significant disabilities and rehabilitated 20 of those individuals. RSA's Independent Living Services for Older Individuals Who Are Blind Program provided services to 304 legally blind senior citizens with significant disabilities.

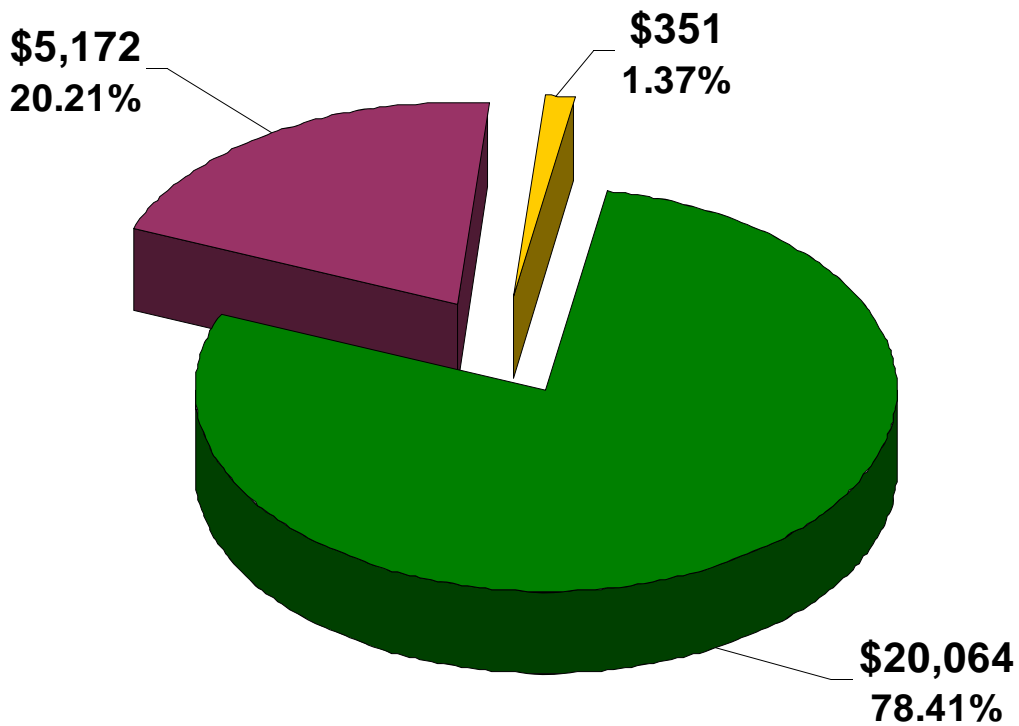
Disability Determination

RSA's Disability Determination Division maintained its lead as one of the two best performing disability determination services in the nation with an accuracy rating of 97.5. RSA made determination decisions on 8,388 disability claims filed by District residents seeking Social Security benefits and reduced its application processing time from 145 days in FY 2004 to 117.25 days in FY 2005.



RSA
FY 2005 BUDGET
(CORE PROGRAMS)

\$25,587
total in millions



- Vocational Rehabilitation
- Disability Determination
- Independent Living Programs

Mental Retardation and Developmental Disabilities Administration (MRDDA)

MRDDA plans, coordinates, develops, and administers a network of services and support to District of Columbia residents with mental retardation and developmental disabilities. Services and support provided to MRDDA clients are individualized to meet the needs of each client. MRDDA advocates and promotes the inclusion and integration of residents with mental retardation and other developmental disabilities into the community through community education and identification of recreational, educational, and social activities.

In FY 2005, MRDDA provided services to 2,000 District residents with mental retardation and developmental disabilities. These individuals lived in their own homes, in local government-funded residential facilities, independent living arrangements, at Saint Elizabeth's Hospital, in the DC corrections system, or in out-of-state placements. MRDDA worked diligently to improve the quality of life for persons with developmental disabilities by increasing the number and kinds of services and support, expanding the number of providers of services, and improving accessibility to services and supports.

Essential Services and Supports

MRDDA provided the following services through providers for clients with mental retardation and other developmental disabilities:

- Residential placement
- Case management
- Medicaid waiver
- Training
- Day program placement
- Supported employment
- Medical, dental, speech, language and hearing screenings
- Nutritional screenings and consultations
- Individual support planning
- Technical assistance and transportation
- Attendant care
- Personal care
- Skilled nursing
- Chore workers
- Family training
- Occupational therapy
- Homemaker services
- Respite care
- Independent habilitation supports
- Companion services
- Adaptive equipment

"The group home has seen to it that Danny's doing something he likes and is getting paid to do it. How many of us get to do what we like and get paid for it too?"

Renee Philips
National Children's Center Program Coordinator

Right, Danny Wilson molds balloons into animals as he prepares to entertain children as a clown and is also shown in full clown attire. Wilson, who is deaf and developmentally disabled, lives at a Northwest group home managed by the National Children's Center, an MRDDA partner.

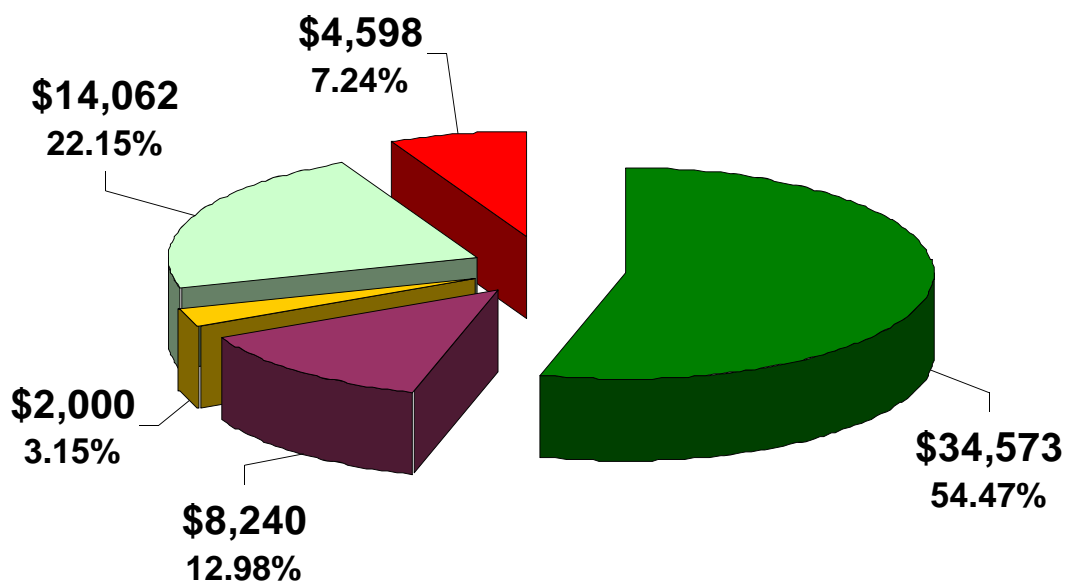
Danny Wilson
MRDDA Community Based Waiver Program



MRDDA
FY 2005 BUDGET
(CORE PROGRAMS)

\$63,473

total in millions



- Housing
- Case Management
- Day Programs Services
- Disability / Other Services
- Medical Services

Special Program Initiatives

D.C. Fatherhood Initiative (DCFI)

In its third year of operation in FY 2005, the D.C. Fatherhood Initiative (DCFI) continued to help poor and low-income fathers address critical issues affecting their ability to provide emotional and financial support to their children. Core services needed by such fathers to increase personal development and self-sufficiency include education, pre-employment training and development, job placement, transportation, housing, health and wellness, substance abuse prevention and treatment, peer support, and return offender assistance.

The DCFI ultimately encourages the development of healthy, responsible behaviors and lifestyles among poor and low-income fathers by meeting their critical need for parenting and relationship skills, addressing substance abuse issues, education, job training, and job placement assistance. During FY 2005, the DCFI program helped 1,042 fathers improve their lives and move forward to reconnect with and provide emotional and financial support to their children. The program assisted nearly 200 more fathers in FY 2005 than the total of 852 fathers assisted in FY 2004.

Seven community-based organizations comprise the DCFI and are under contract to the Department of Human Services (DHS) to provide services for poor and low-income fathers throughout the city. Several other major District government agencies, such as the Department of Health, Department of Mental Health, and Department of Employment Services, are in partnership with DHS to provide services to poor and low-income fathers in the District.

2-1-1 Answers, Please

Social Service Information & Referral Program Call Center

In FY 2005, 211 Answers, Please community resource advisors handled social service information calls from 47,466 District residents and referred 24,230 residents to government and private sector programs. The 211 Answers, Please call center is open 24 hours a day, seven days a week to receive inquiries from District residents.

Nearly 12,000 residents were referred to DHS and other District government agencies. 211 Answers, Please received the highest number of social service information calls from residents in Wards 4, 5, 6, 7, and 8.

Most District residents called 211 seeking information about abuse/neglect, child care, donations, education, emergency assistance, employment, food, housing, public assistance, legal services, mental health services, recreation, shelter, social security, and target group services.

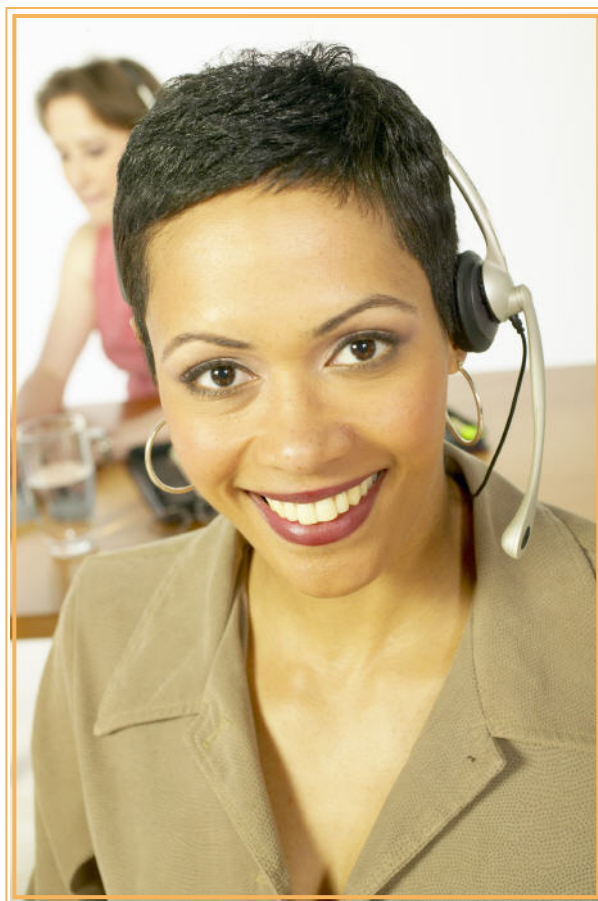
The primary way that most residents learned about 211 Answers, Please was word of mouth, television/radio/newspaper advertisements, promotional items, the DHS website, and through other District government agencies.

Public Information and Community Services

In FY 2005, the Department of Human Services (DHS) Office of Communications and Public Affairs (OCPA) and Office of Community Services (OCS) worked to ensure that poor and low-income District residents and neighborhoods were provided information about DHS programs and received needed special attention and assistance.

In an effort to ensure that poor and low-income District residents and non-low income residents know what social service programs DHS provides, OCPA developed, printed, and distributed 200,000 copies of *"Uplifting Lives - A Guide to DHS Programs."*

OCPA introduced this publication as an insert in *The Washington Post* and *The Washington Times* newspapers, arranged distribution of the guide to a total of 20,000 public housing residents and Section 8 recipients, published the guide as an advertisement the *East of the River* and *DC North* community newspapers, provided the guide in Spanish as an insert in the *Washington Hispanic* community newspaper, and delivered quantities to ANCs, churches, libraries, DC Public Schools, and hospitals, among other entities.



SUCCESS STORIES

Income Maintenance Administration

"I never thought that I would be a full-time [college] student. But, I now realize that you will never find a good paying job without a degree, especially in today's [competitive] job market. I credit TAPIT [Tuition Assistance Program Initiative] for helping me reach my goals."



"I'm happier at this point in my life than any other. I have my own place, I'm extremely satisfied with the child care [facility] that my sons attend and, I am able to encourage others."

Lark Catoe-Emerson
Tuition Assistance Program Initiative
for TANF Recipients (TAPIT)

District Residents Enter Colleges, Universities' Hallowed Halls and Succeed

Opportunity, Scholarships Plus Hands-On Guidance Ensure Future Success Through Education

In her wildest dreams, Lark Catoe-Emerson, 22, never imagined herself as a young collegian dashing across an upper Northwest campus at break neck speeds, churning out term papers, cramming for exams, making the Dean's List -- while raising two small children alone.

Yet, the demands of a full-time course load at the University of the District of Columbia coupled with the responsibilities of motherhood, hasn't hampered Ms. Catoe-Emerson's desire to earn her undergraduate degree in Graphic Design. She hopes to graduate in the Class of 2008, thanks to the Department of Human Services Tuition Assistance Program Initiative for TANF (TAPIT) recipients.

Catoe-Emerson, a native of Taiwan, who lives in Southeast, says her life has taken a 360-degree turn for the better. Several years ago, she bounced around from pillar to post, eventually landing in a homeless shelter with her first-born son Quentin in tow. Pregnant with her second child, Ms. Catoe-Emerson found refuge at Covenant House Washington, a non-profit organization that provides shelter and services for homeless, runaway and at-risk youth.

Extended Family Thrives Despite Challenges

Strong Families Program Ensures Brothers and Sisters Stay Together

When Marie Hawkins' mother died in 2003, she lost a major support figure who had helped the single mom care for her seven young children. When her sister—a mother of five—died tragically the following year, she found herself single handedly rearing 12 children in her Northwest row house.

The Hawkins family was referred to the Strong Families program in 2005 through a program with Terrell Junior High School.

A Strong Families case manager helped the Hawkins family devise a family plan and then helped Hawkins purchase clothes, food and extra beds for her expanded family.

A program case manager also helped enroll two teens from the Hawkins' household in the Department of Employment Services Summer Youth Employment Program last year. During the Christmas holidays, Tabernacle Baptist Church in Northeast surprised the Hawkins family with Wal-Mart gift cards totaling \$550 to purchase gifts for the children.



"I knew it was going to be hard taking in my sister's children."

"Financial support isn't the only way to help families. Through Strong Families I was able to get furniture and a lot of resources like help with identifying special vocational schools for my nephews, mentoring and tutoring for the kids, and other things."

Maria Hawkins
Strong Families Program

Back Row: Maria Hawkins holds an infant, while surrounded by her extended family whose ages range from three to 15 years.

Mental Retardation and Developmental Disabilities Administration

MRDDA

UPLIFTING LIVES

“Today, [Venita] is a candidate for independent living. ...She coaches her housemates and helps staff understand her fellow residents.”

CARECO Program Director, Ana Veria, on how specialized and coordinated care has transformed developmentally disabled MRDDA client Venita Worley, who was once extremely aggressive to the point of being dangerous to herself and to others.

Venita Worley
MRDDA Community Based Waiver Program



Individualized Plans puts Mentally Challenged on Right Track

Training, Teamwork Plus Friendship Spell Success for a District Resident

When CARECO (an MRDDA partner based in Silver Spring, MD) Program Director Ana Veria first met Venita Worley at an intermediate care facility for the mentally retarded, all efforts to help her had failed. Worley jeopardized her safety and that of others through aggression and was often confined to St. Elizabeth's Hospital.

Worley needed stability, so a comprehensive plan was devised to meet her special needs. Part of the plan included the development of a stable team who enjoyed working with her in her home. She also needed a mentor and life coach to share her joys and sorrows, not just during therapy sessions, but on a daily basis. This required recruitment, training, coordination and management to be accomplished as quickly as possible.

Worley soon began to develop more self-confidence, and her episodes of aggression decreased. Today, she coaches her housemates and helps staff understand fellow residents by interpreting their non-verbal cues.

“Worley’s story is a testimony on how the dynamics of service delivery can work together and lead a client to success,” said Veria.

Early Care and Education Administration Supports Parents, Helps Children With Developmental Delays and Disabilities

Infants and Toddlers with Disabilities Program Guides Parents and Provides Safety Nets

A string of complications during childbirth have robbed Brenda Williams of a lot of firsts: She will likely never hear her little girl's first words, or see her skedaddle across the floor or take her first steps as a precocious toddler. Her daughter, Bre-yah, she says has been diagnosed with Cerebral Palsy (CP), a condition that affects thousands of babies and children each year.

Yet, Ms. Williams, 39 and a mother of four, says she never felt alone. The Department of Human Services (DHS) Early Care and Education Administration's Infants and Toddlers with Disabilities program provided her with the necessary tools to ensure that both she and her daughter receive a host of services.

"It's been an extremely difficult time because all of my other children are healthy. At certain ages, children begin to [develop motor skills]. They start to roll over, hold a bottle or they try to crawl, but she can't do any of those things."

"Sometimes, I feel as if I did something wrong. Now, I look at it and realize that God did not put any more on me than I can handle. The Infants and Toddlers Disabilities program has certainly helped me to cope."

Brenda Williams
Infants and Toddlers with Disabilities Program



Brenda Williams plays with her daughter, Bre-yah, who has been diagnosed with Cerebral Palsy



"The program gives us our independence. ...We're entrepreneurs; we're controlling our own destinies. We're not answering phones."

"There's no one handing us little napkins and saying, 'here fold this up.'"

Carnal Chaney
Randolph Sheppard Vending Facility Program

From Incarceration to Blindness to Entrepreneur

One RSA Customer's Rocky Road to Success

Carnal Chaney dropped out of school when he was a teenager, fell into the life of a street hustler and was soon incarcerated. During that time, he was also diagnosed with a macular degenerative eye condition that eventually led to legal blindness at the age of 25. He found out about the services offered by the Rehabilitation Services Administration (RSA), and after he was released from prison entered RSA's Randolph Sheppard Vending Facility Program in 2000. The program helps the visually impaired own and run their own vending operation.

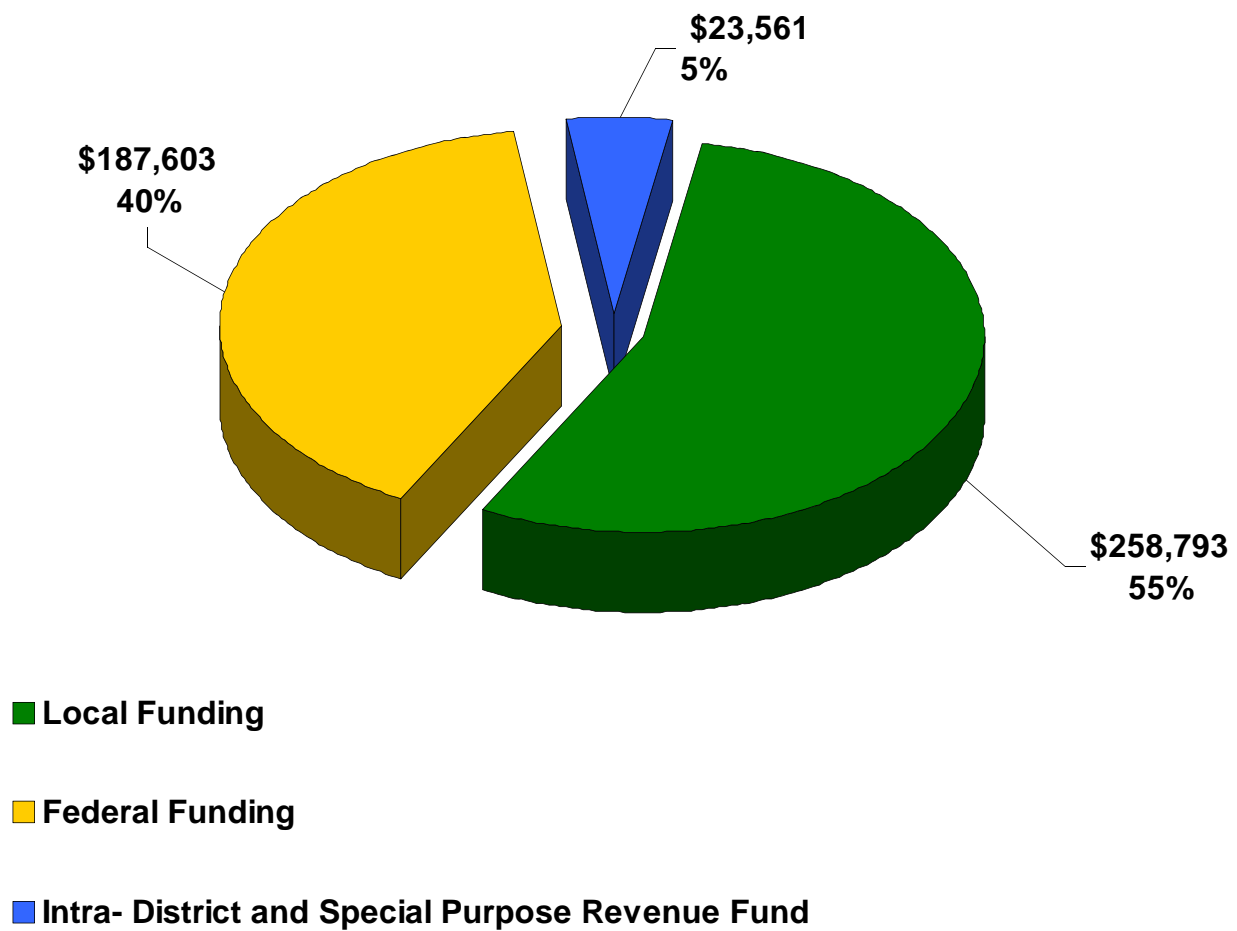
RSA enrolled Chaney in a job training program and also provided him with GED training. He took and passed the GED exam in 2000 and entered the University of the District of Columbia in 2001, where he studied business management. RSA equipped him with everything he needed including a visual aide that enabled him to see the blackboard clearly, a tape recorder to take notes, a computer, and tutors to help with his homework.

After Chaney graduated in 2004 with an Associate's degree in Business Management, RSA's vending program provided him with an internship and training to enable him to run his own vending operation. He now operates Chaney's Deli, a small shop located in the Department of Agriculture in southwest, DC, that sells freshly made soups, sandwiches and snacks.

DEPARTMENT OF HUMAN SERVICES
FY 2005 BUDGET SUMMARY

\$469,957

total in millions



Department of Human Services
Office of Communications and Public Affairs
64 New York Avenue, NE, 6th Floor
Washington, DC 20002



In accordance with the DC Human Rights Act of 1977, as amended, DC Official Code Section 2-1401.01 et seq., (Act) the District of Columbia does not discriminate on the basis of actual or perceived: race, color, religion, national origin, sex, age, marital status, personal appearance, sexual orientation, familial status, family responsibilities, matriculation, political affiliation, disability, source of income, or place of residence or business. Sexual harassment is a form of sex discrimination, which is prohibited by the Act. In addition, the harassment based on any of the above protected categories is prohibited by the Act. Discrimination in violation of the Act will not be tolerated. Violators will be subject to disciplinary action.

Uplifting Lives

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<http://dhs.dc.gov>
www.answersplease.dc.gov